

PURPOSE

To establish the procedures for individuals to submit complaints regarding the Michigan Department of Health and Human Services (MDHHS) privacy policies and the failure to comply with such policies by the MDHHS's personnel.

REVISION HISTORY

Reviewed: 01/01/2022.

Next Review: 01/01/2023.

POLICY

MDHHS will maintain a process for individuals to make complaints concerning MDHHSs policies and procedures. The department will receive, investigate, and resolve complaints made by individuals or their legally authorized representatives of alleged privacy violations. Complaints will be made in writing and submitted to the MDHHS privacy officer. HIPAA privacy complaints may be submitted to Region V, Office for Civil Rights, U.S. Department of Health and Human Services. Documentation regarding complaints received and the resolution of such complaints will be retained, in written or electronic format, for at least 6 years.

REFERENCES

45 CFR §164.306, §164.310, §164.312, §164.504, §164.520, §164.524, §164.526, §164.530.

CONTACT

For additional information concerning this policy, contact the MDHHS Compliance and Data Governance Bureau at MDHHSPrivacySecurity@michigan.gov.